EXP38 User Manual

© 2009 Yealink Network Technology Co. Ltd.
All rights reserved.

Version 1.4

www.yealink.com

About This Guide

This Expansion Module EXP38 is designed for connection of the Yealink Enterprise IP Phone T28P/T26P VoIP phone. In the following sections, we will take T28P to make a brief description.

© 2009 Yealink Network Technology Co. Ltd.

All Rights reserved. This document is supplied by Yealink Network Technology Co. Ltd. No part of this document may be reproduced, republished or retransmitted in any form or by any means whatsoever, whether electronically or mechanically, including, but not limited to, by way of photocopying, recording, information recording or through retrieval systems, without the express written permission of Yealink Network Technology Co. Ltd.

Yealink Network Technology Co. Ltd reserves the right to revise this document and make changes at any time and without the obligation to notify any person and/or entity of such revisions and/or changes.

Tables of Contents

Connection 1

Connect to the Phone 1

Connect to the next module 2

Connect the cords 3

Configuration 4

BLF 5

Speed Dial 6

Intercom 7

URL 8

Share Line 9

Conference 10

Forward 11

Transfer 12

Hold 13

DND 14

Redial 15

Call Return 16

Group Pickup 17

Call Park 18

Group Listening 19

SMS 20

Voicemail 21

Custom 22

Public Hold 23

Private Hold 24

Connection

Please refer to the following sections to install the EXP38.
Before the installation，please unplug the power connector and the phone stand from the Yealink IP phone T28P. Then place the telephone and the expansion module upside down on a soft surface so that you can read nameplates from the front. The expansion module must be placed to the left of the telephone.

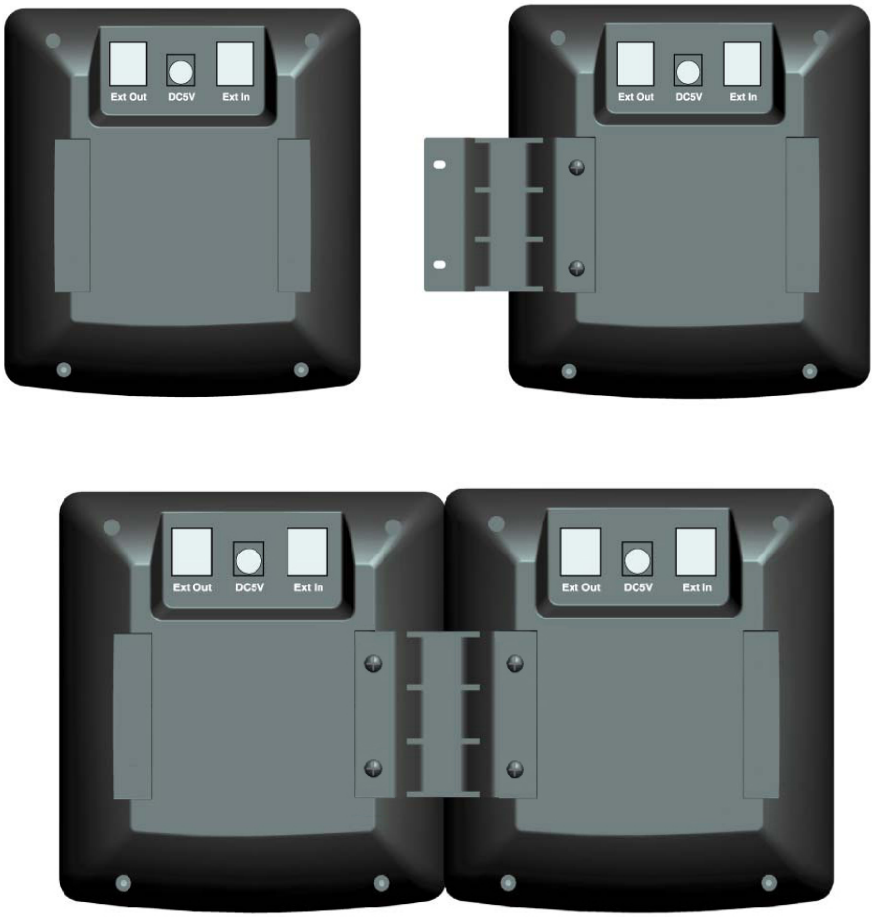
Connect to the Phone

Use the connecting sheet and screw to connect the EXP38 to the IP phone. Shown as:

Your phone and the expansion module will be connected as the following picture shows:

Connect to the next module

Follow the same step to connect the next expansion module:



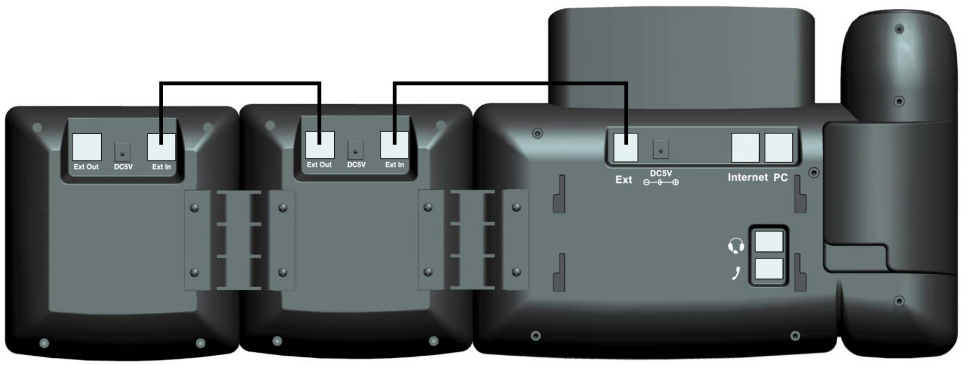
After the installation, it will be shown as:

Note:

Our IP phone T28P can support six expansion modules at most. But if you use more than three expansion modules, you need to connect an additional power adapter to anyone of the expansion modules.

Connect the cords

Plug the connecting cord into the Ext jack of the IP phone, the next port to the Ext in jack of the first module; If you want to connect more than one module, then go on to plug another cord into the Ext out jack, and the other port to the Ext in jack of the second module. Shown as the following picture:



Note:
Users can connect six modules at most. Connect the Ext in port of the previous module and the Ext out port of the next module with an connecting cord will be ok.

Then attach the stand and the power adapter, connect handset and headset to use.

Configuration

The expansion module EXP38 has 38 programmable keys which are able to set up to 17 functions per key. You can use the web interface or the IP phone user interface to configure key functions. Pressing the special key of the EXP38 you want to set for about 5 seconds, the IP phone will turn out the user setting interface of this key, then you can make desired configuration to this key by the IP phone interface. In the following sections, we will make detail description of setting by the web interface.

The following list shows the functions you can set on the programmable keys and provides a description for each function. The default configuration for each key is N/A which means the key hasn't been set for any functions.

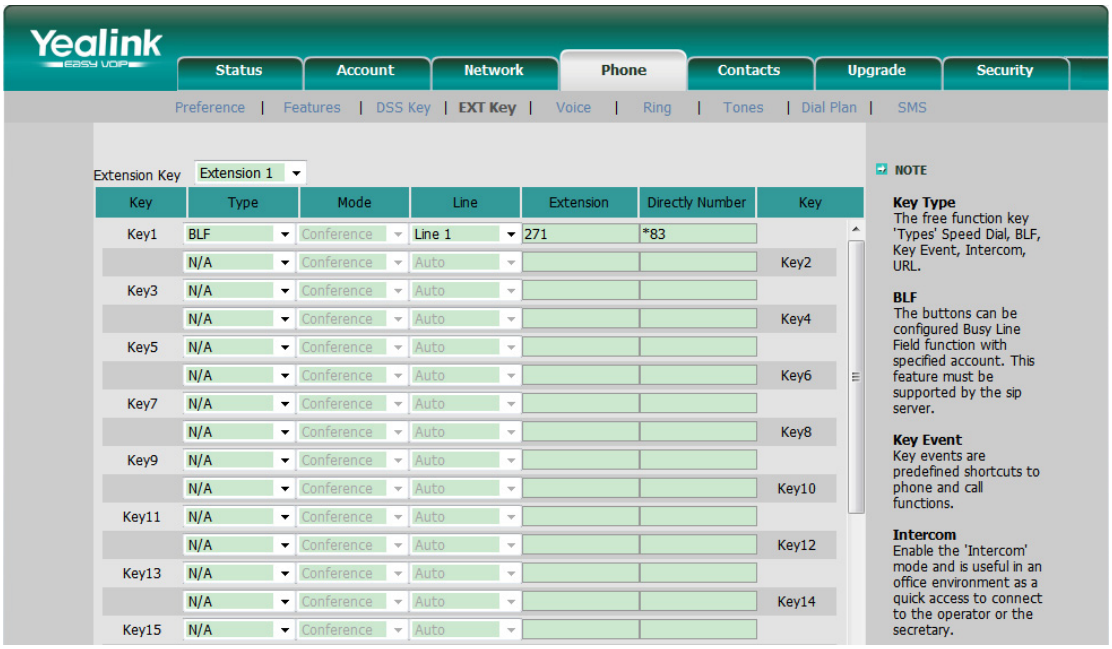
- N/A
- BLF(Busy Lamp Field)
- Speed Dial
- Intercom
- URL
- Share Line
- Conference
- Forward
- Transfer
- Hold
- DND
- Redial
- Call Return
- Group Pickup
- Call Park
- Group Listening
- SMS
- Voicemail
- Custom
- Public Hold
- Private Hold

Note:
Quick access features like Intercom and Voicemail must first be configured on your PBX in order to work on your phone. See your system administrator for more information.

BLF

You can configure the key for Busy Lamp Field (BLF) use which allows you to monitor the status (idle, ringing, or busy) of other SIP accounts. User can dial out on a BLF configured key on the expansion module EXP38.

To assign the key as BLF:



1) Choose Phone->EXT Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, and choose BLF from the list.
2) In the "Line" field, select a line for which to apply this key, and enter the extension number you want to monitor.
3) Press Confirm button to save the changes.

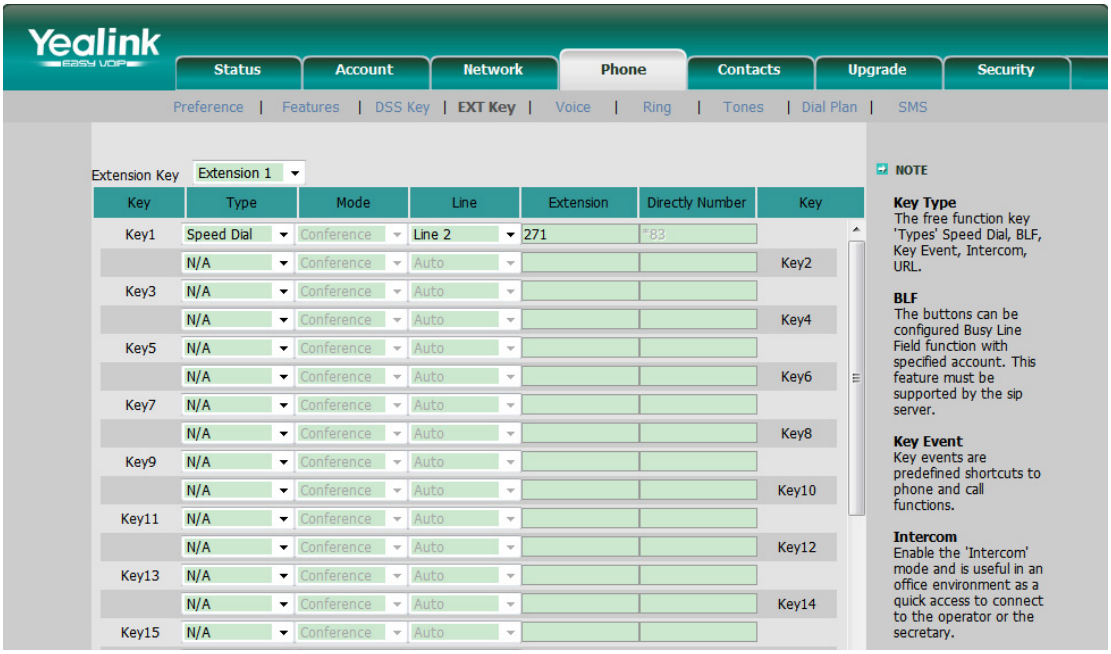
Please refer to "LED Instruction" in the IP phone user manual for more details about the LED status in different situation.

Note:
In the Web interface, you can also set the pickup number to active the pickup function. For example, if you set the BLF number as 212, and the pickup number is *83, then when there is an incoming call to 212, press the BLF key, it will call out the *83 automatically to pickup the incoming call on 212.

Speed Dial

You can configure the key as a simplified speed dial key. This key function allows you to speed up dialing numbers often used or hard to remember.

To assign the key as Speed Dial:

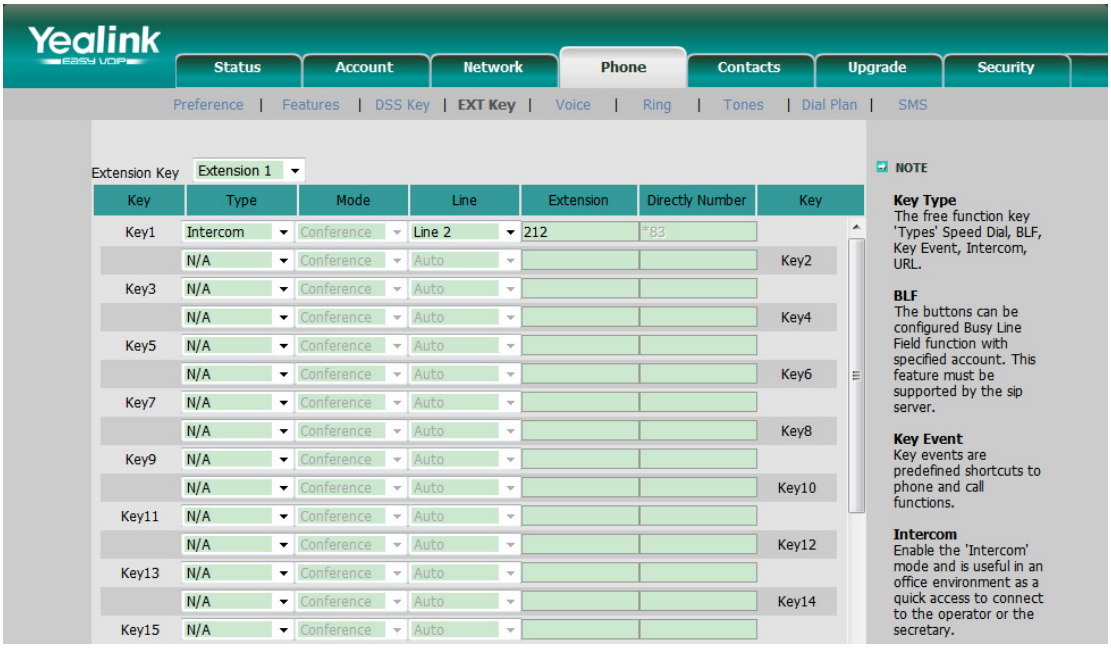


1) Choose Phone->EXT Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose Speed Dial from the list.
2) In the "Line" field, select a line for which to apply this key, in the “Number” filed enter the extension number you want to perform Speed Dial.
3) Press Confirm button to save the changes.

Intercom

You can configure the key for Intercom mode and it is useful in an office environment as a quick access to connect to the operator or the secretary.

To assign the key as Intercom:



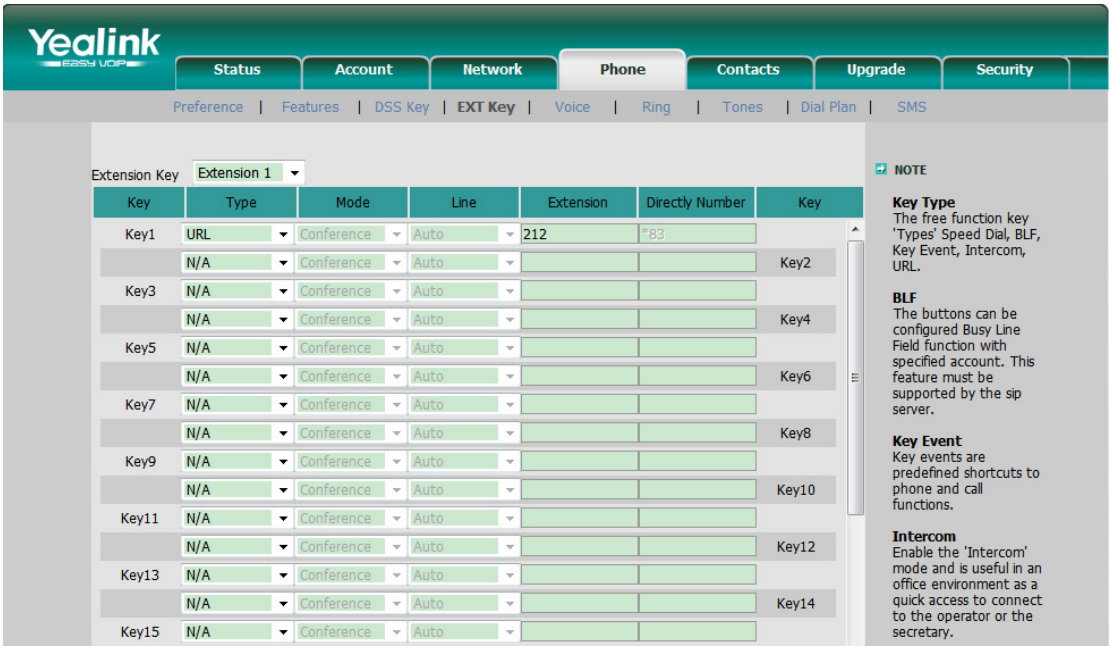
1) Choose Phone->EXT Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, and choose Intercom from the list.
2) In the "Line" field, select a line for which to apply this key, the default one is Auto which means it will match the account automatically. And enter the extension number you want to intercom.
3) Press Confirm button to save the changes.

Note:
Your VoIP PBX must support this feature. And make sure the intercom extension enables the Auto-answer function.

URL

If the key is configured as URL, then pressing this key, you can send HTTP requests to a web server.

To assign the key as URL:

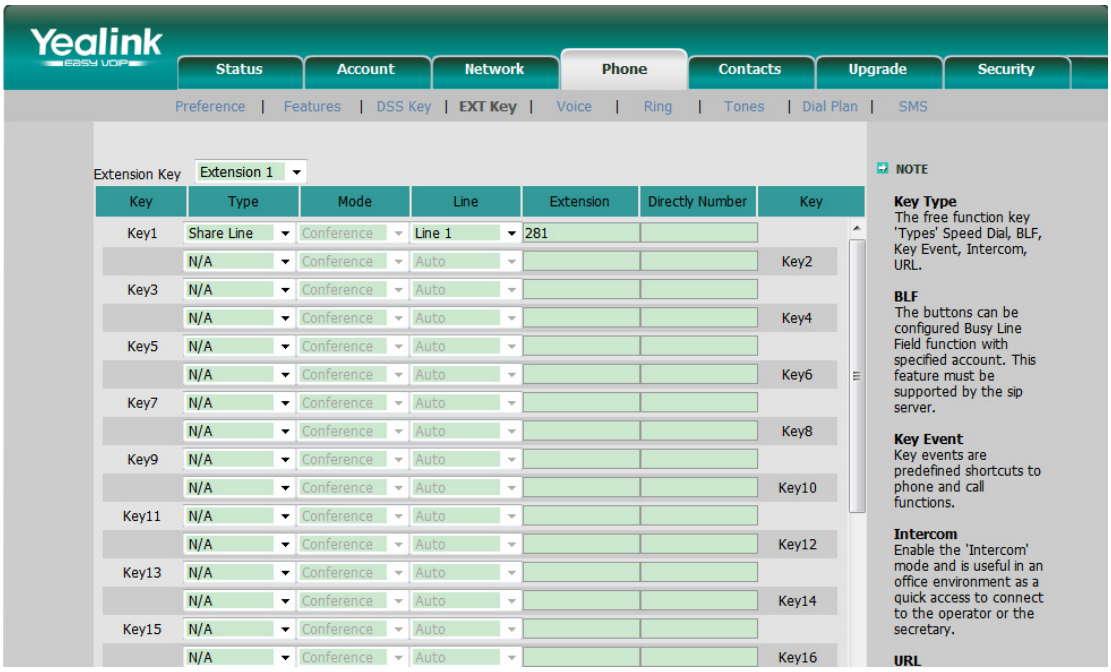


1) Choose Phone->EXT Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, and choose URL from the list.
2) Enter the extension number you want to set as URL in the Extension field.
3) Press Confirm button to save the changes.

Share Line

Share Line Appearance (SLA), you can also call it Bridged Line Appearance (BLA). This feature allows subscribers to share SIP lines and also provides status monitoring of the shared line. When a user places an outgoing call using such an appearance, all members belonging to that particular SLA group are notified of this usage and are blocked from using this line appearance until the line goes back to idle state or when the call is placed on hold. Similarly all members of the SLA group are notified of an incoming call and the call can be picked up on a line appearance associated with the SLA extension.

To assign the key as SLA:

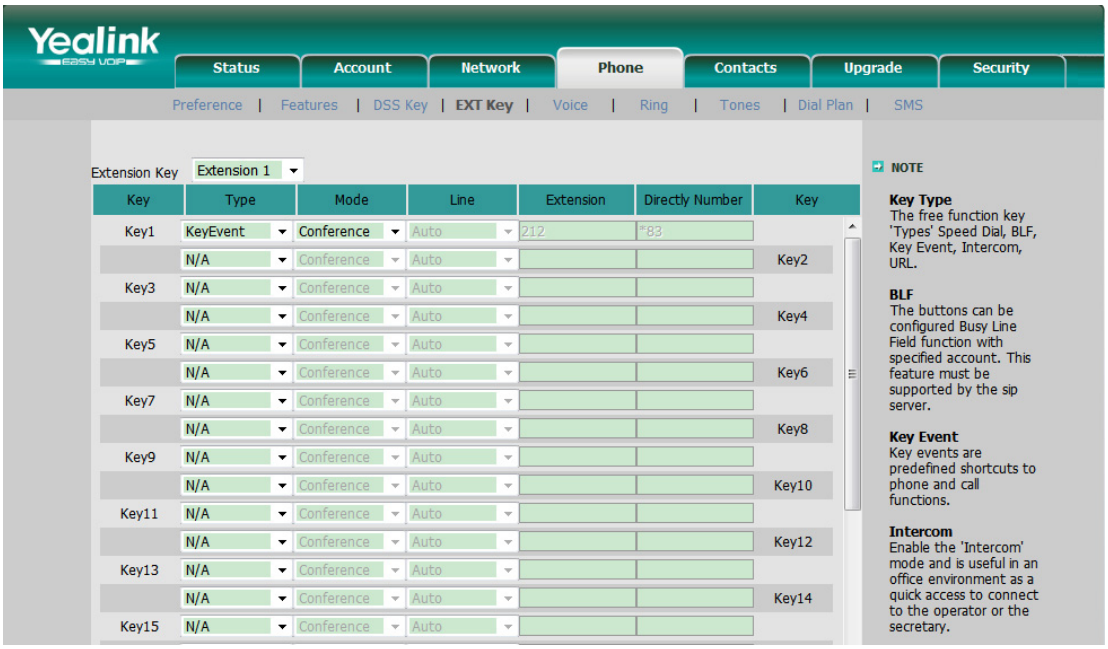


1) Choose Phone->EXT Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, and choose Share Line from the list.
2) In the "Line" field, select a line for which to apply this key, and enter the extension number you want to set as SLA in the Extension field.
3) Press Confirm button to save the changes.

Conference

You are allowed to configure the programmable key to be used as a conference key. This key allows a user on a call to conference another party at a pre-defined number while remaining in the current call.

To assign the key as Conference:

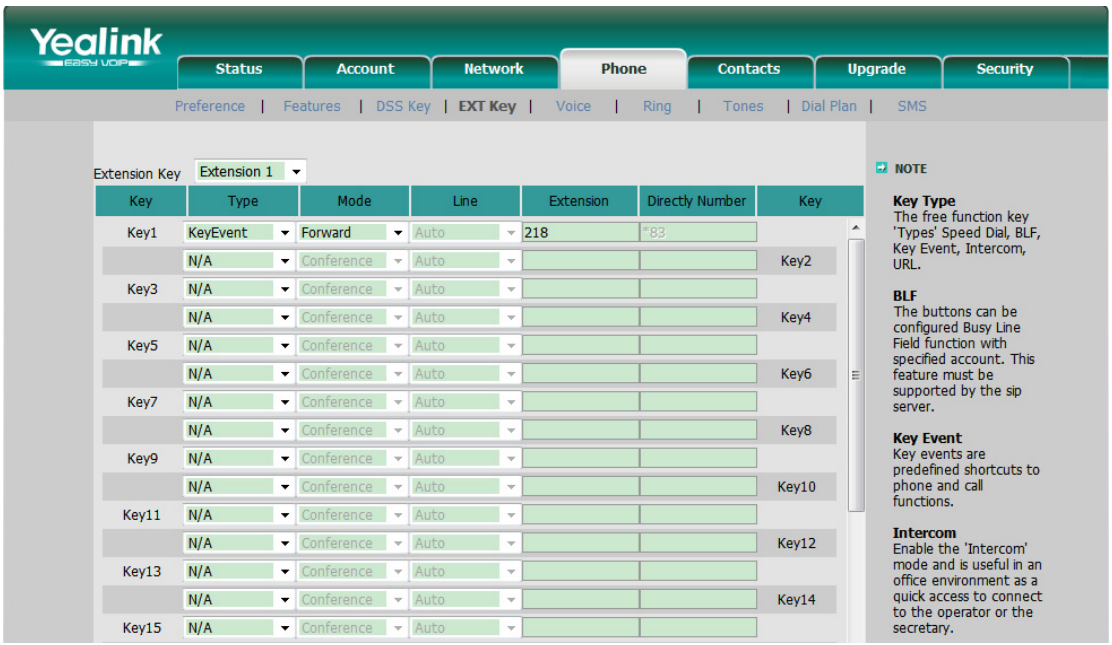


1) Choose Phone->EXT Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Conference.
2) Press Confirm button to save the changes.

Forward

If the key is configured as Forward key, press this key under the idle status, the IP phone will turn to the Always Forward page and you can set the Forward to number, then when there is any call to the extension number will be forwarded to the set number automatically.

To assign the key as Forward:

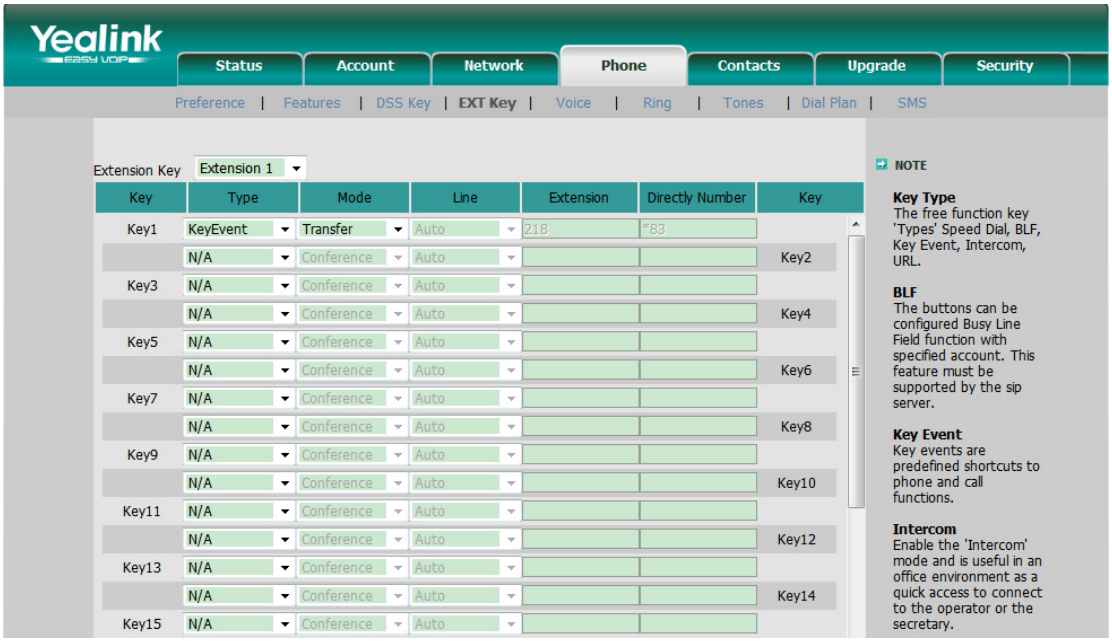


1) Choose Phone->EXT Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Forward from the list.
2) Enter the extension number you want to forward to in the Extension field.
3) Press Confirm button to save the changes.

Transfer

You are able to configure the key as a transfer key to perform the Blind/Attended Transfer.

To assign the key as Transfer:

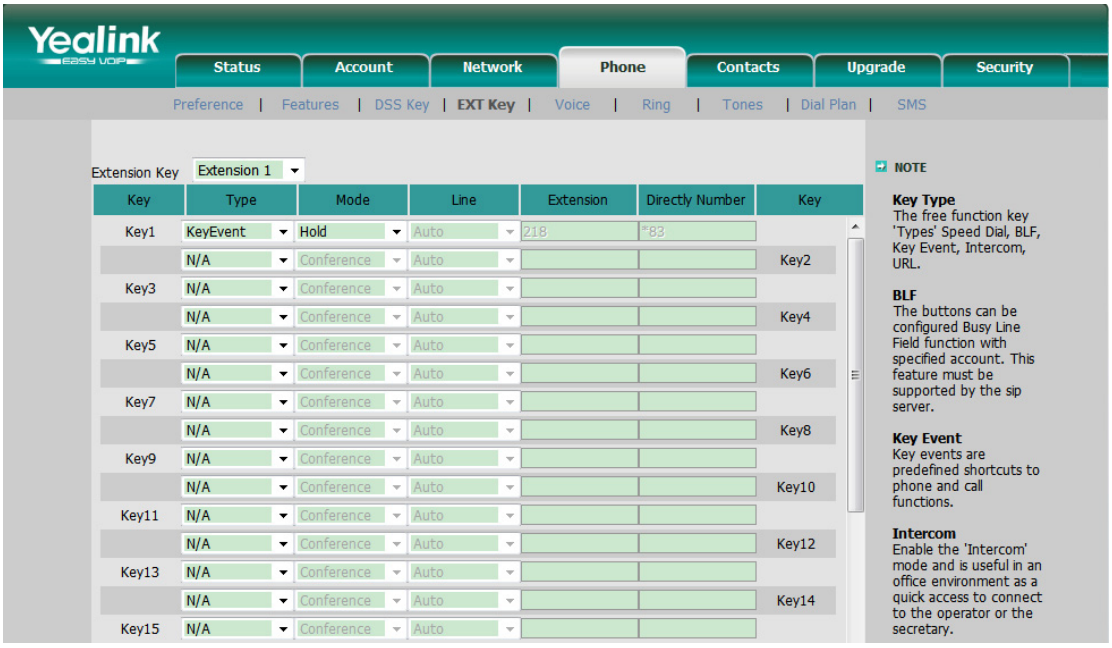


1) Choose Phone->EXT Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Transfer from the list.
2) Press Confirm button to save the changes.

Hold

The key can be configured as a hold key. You can use this key to hold and retrieve a call during the conversation.

To assign the key as Hold:

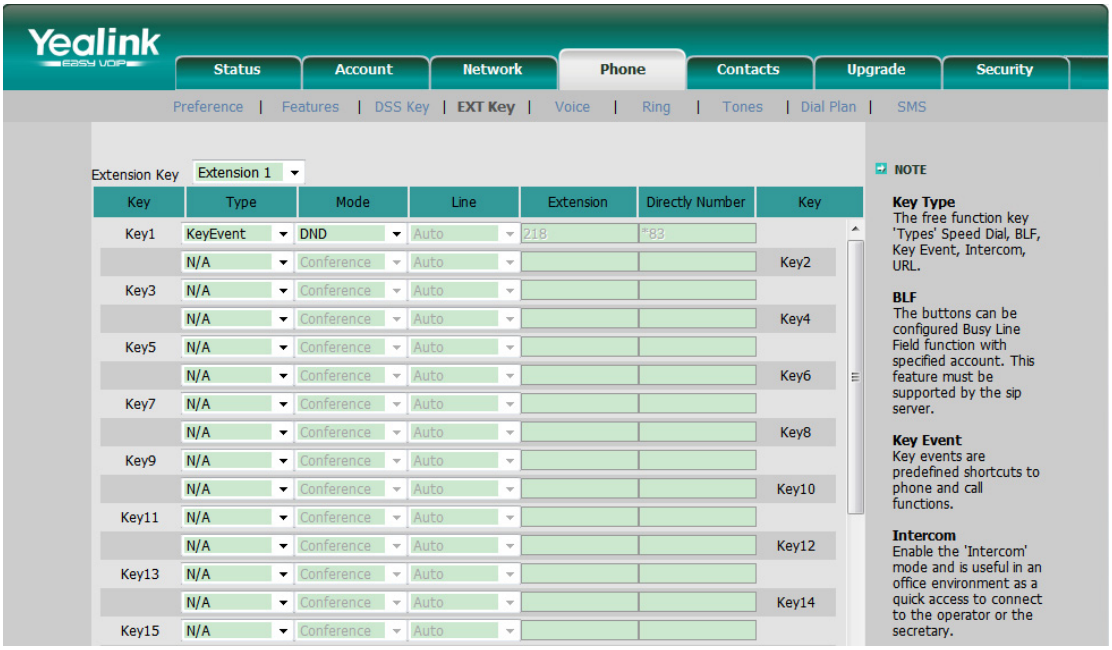


1) Choose Phone->EXT Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Hold from the list.
2) Press Confirm button to save the changes.

DND

If the key is configured as DND key, you are allowed to active the DND function immediately when you press it. Press it again to deactivate DND mode.

To assign the key as DND:

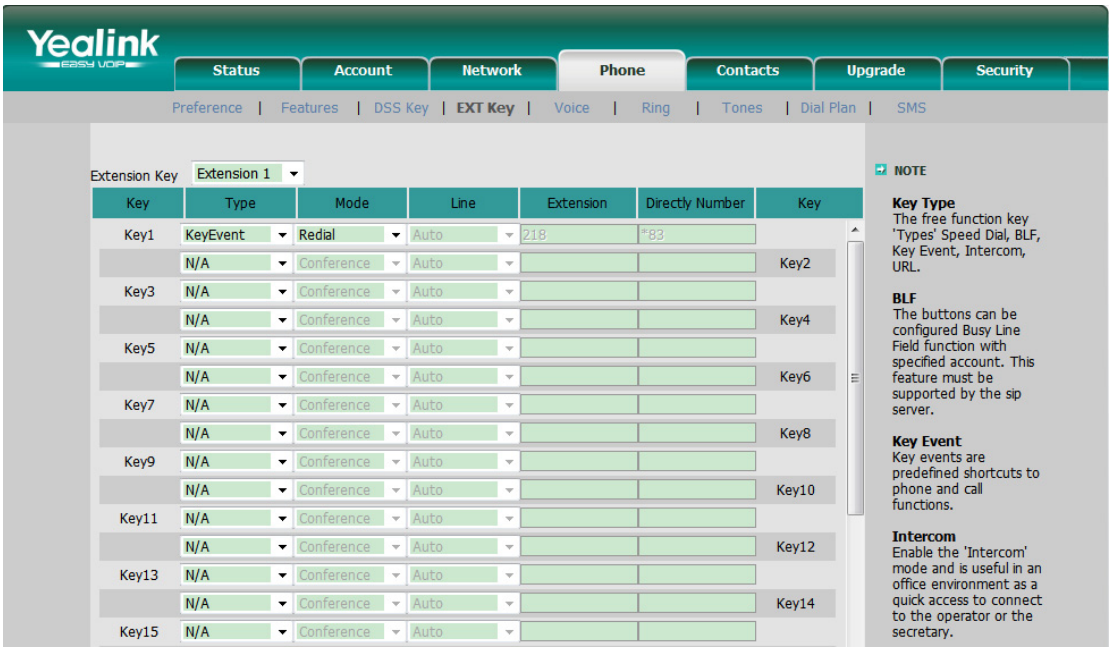


1) Choose Phone->EXT Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose DND from the list.
2) Press Confirm button to save the changes.

Redial

If the key is configured as Redial key, press this key under the idle status, it will fetch the last dialed number, then you can choose a special line to call out by pressing the line keys.

To assign the key as redial:

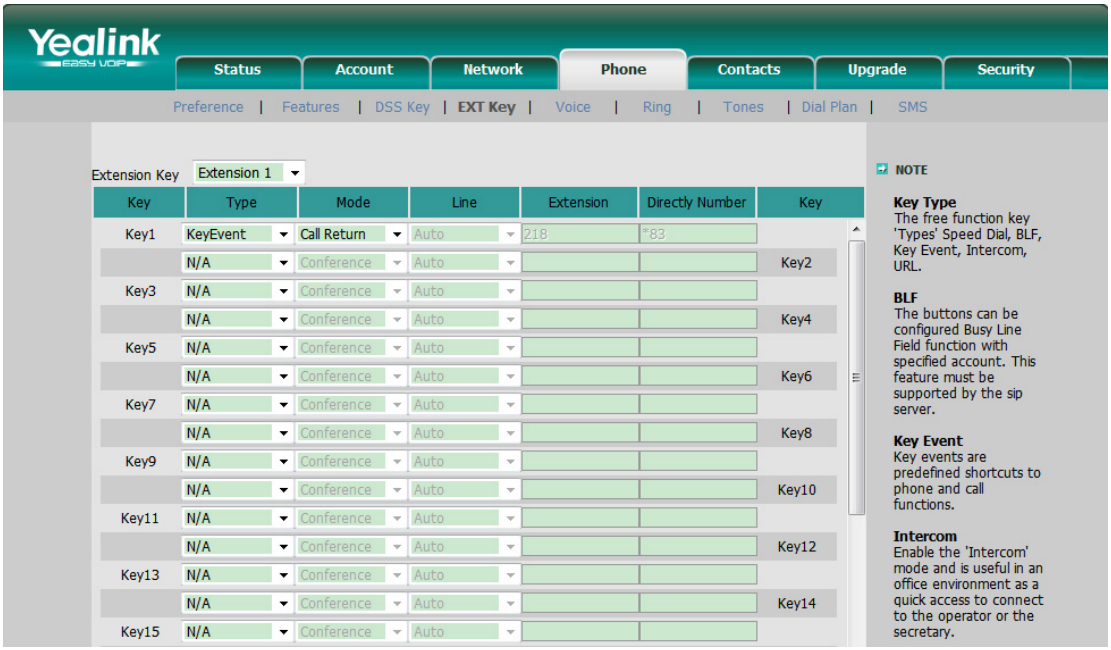


1) Choose Phone->EXT Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Redial from the list.
2) Press Confirm button to save the changes.

Call Return

When the key is configured as Call Return key you are allowed to dial out the last phone call you received.

To assign the key as Call Return:

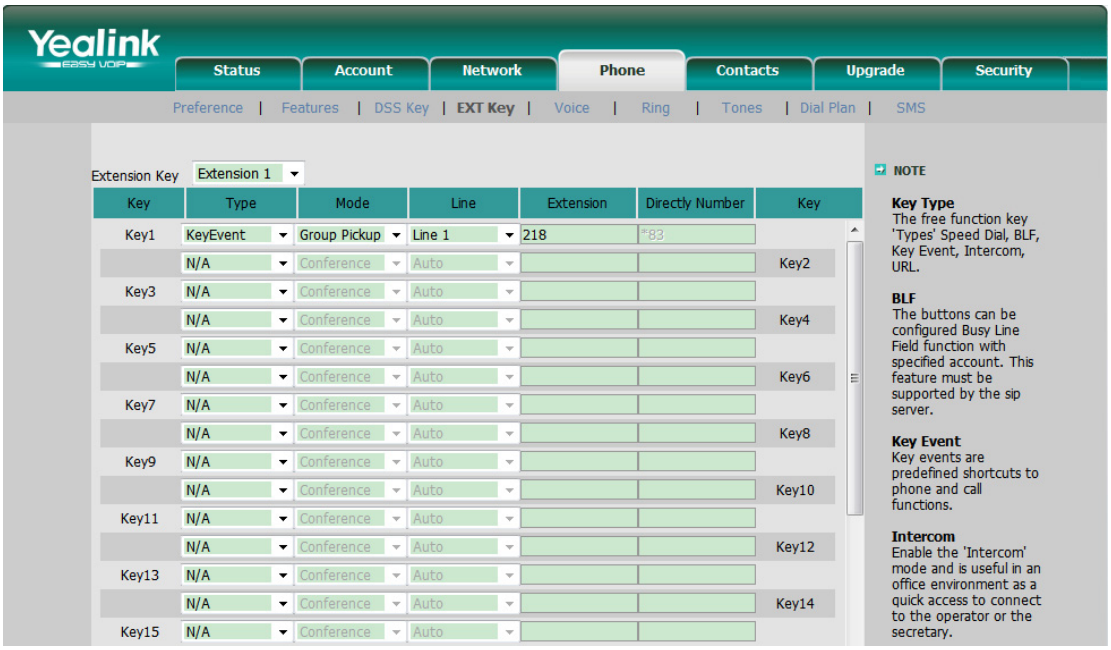


1) Choose Phone->EXT Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Call Return from the list.
2) Press Confirm button to save the changes.

Group Pickup

When you configure a Group Pickup key, you specify the extension that you want to monitor. Then, when the monitored extension receives a call, you press the key to pick up the call. If the monitored extension receives multiple incoming calls simultaneously, the IP Phone UI displays a list of incoming calls. You select a call from this list, and are connected to the call.

To assign the key as Group Pickup:



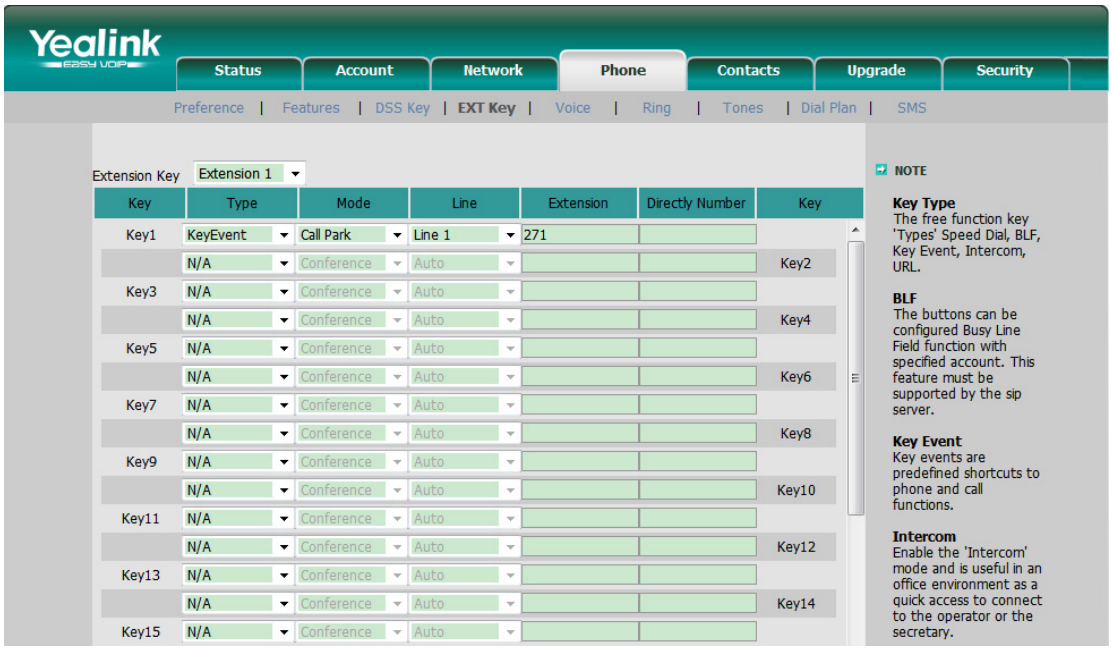
1) Choose Phone->EXT Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Group Pickup from the list.
2) In the "Line" field, select a line for which to apply this key, and enter the extension number you want to pickup.
3) Press Confirm button to save the changes.

Call Park

Call Park is a feature that allows a person to put a call on hold at one telephone set and continue the conversation from any other telephone set.

The "call park" feature is activated by pressing a preprogrammed button or a special sequence of buttons. This transfers the current conversation to an unused extension number and immediately puts the conversation on hold. The telephone system will then display the extension number of the parked call so that the call can later be retrieved.

To assign the key as Call Park:

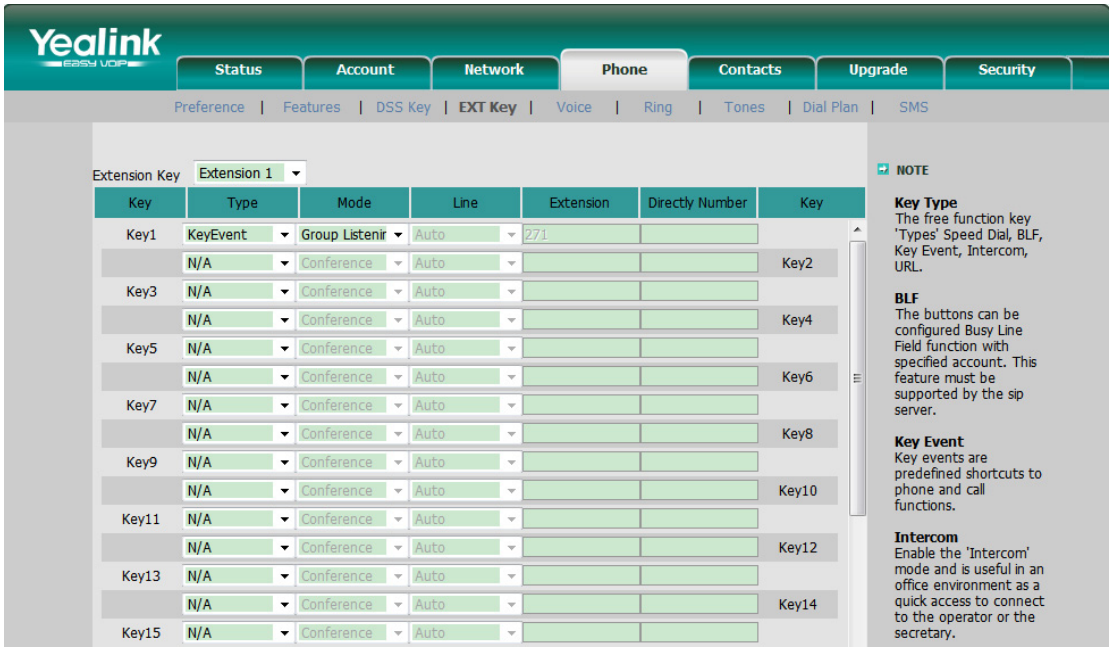


1) Choose Phone->EXT Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Call Park from the list.
2) In the "Line" field, select a line for which to apply this key, and enter the extension number you want to park.
3) Press Confirm button to save the changes.

Group Listening

When the key is configured as Group Listening key, you are allowed to enable the Speakerphone and Handset/Headset mode at the same time. It is suitable for the group conversation which has more than one person at one side. You are able to speak and listen using handset/headset; meanwhile the others near by can speak and listen using speakerphone. You can get back to the previous mode by pressing the key again.

To assign the key as Group Listening:

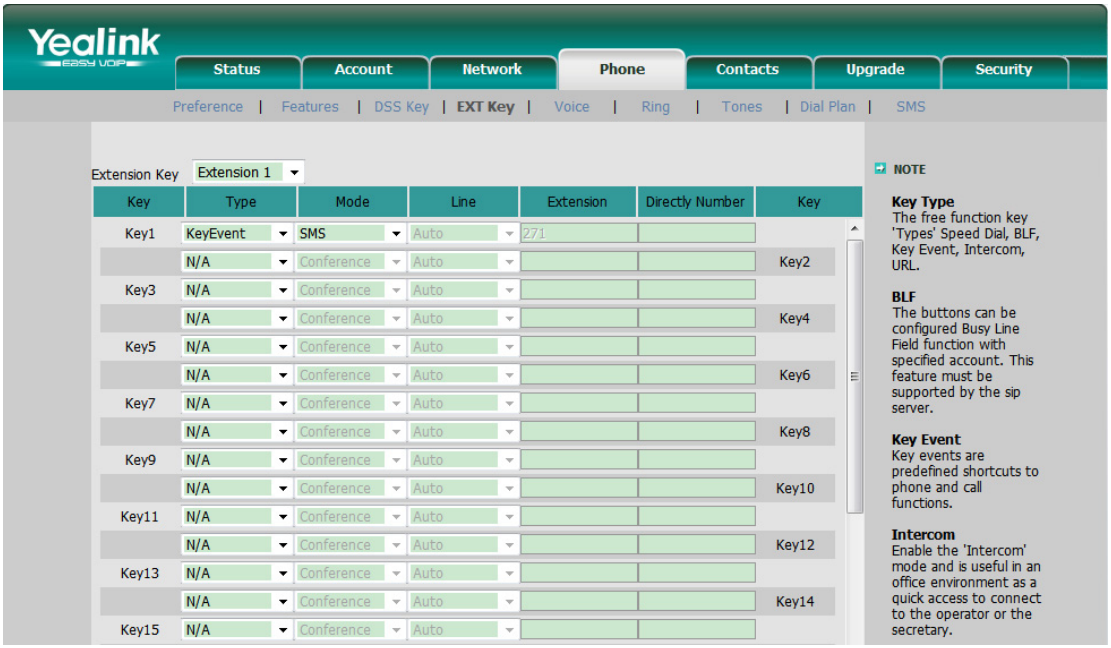


1) Choose Phone->EXT Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Group Listening from the list.
2) Press Confirm button to save the changes.

SMS

When the key is configured as SMS key you are allowed to access SMS quickly by pressing this key.

To assign the key as SMS:

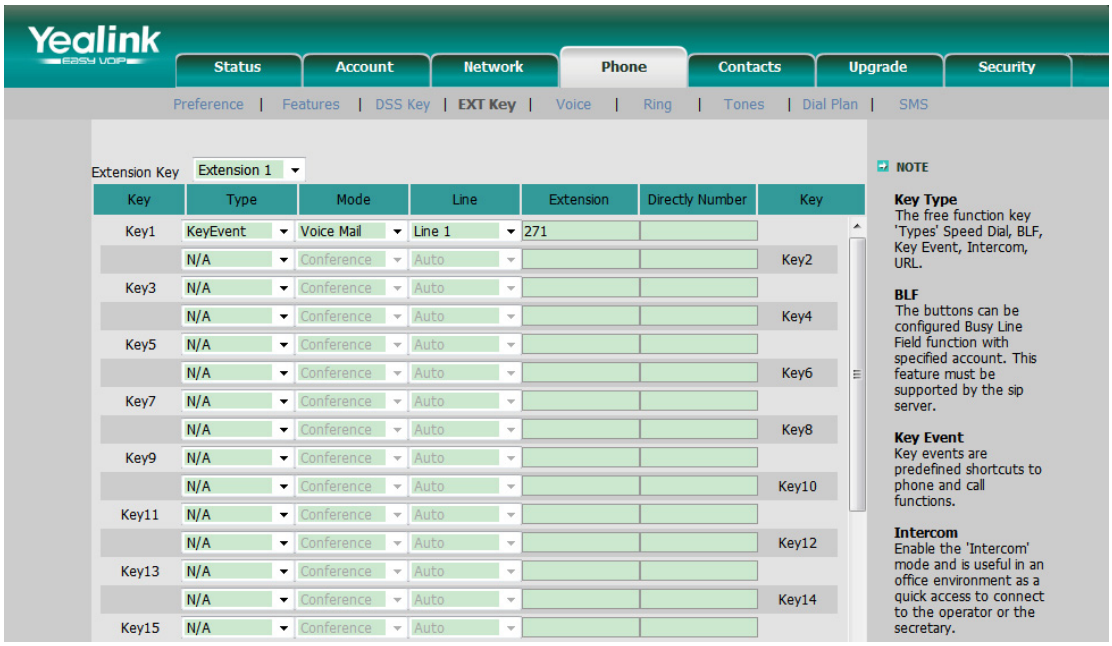


1) Choose Phone->EXT Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose SMS from the list.
2) Press Confirm button to save the changes.

Voicemail

When the key is configured as Voicemail key you are allowed to access voicemail quickly by pressing this key.

To assign the key as Voicemail:

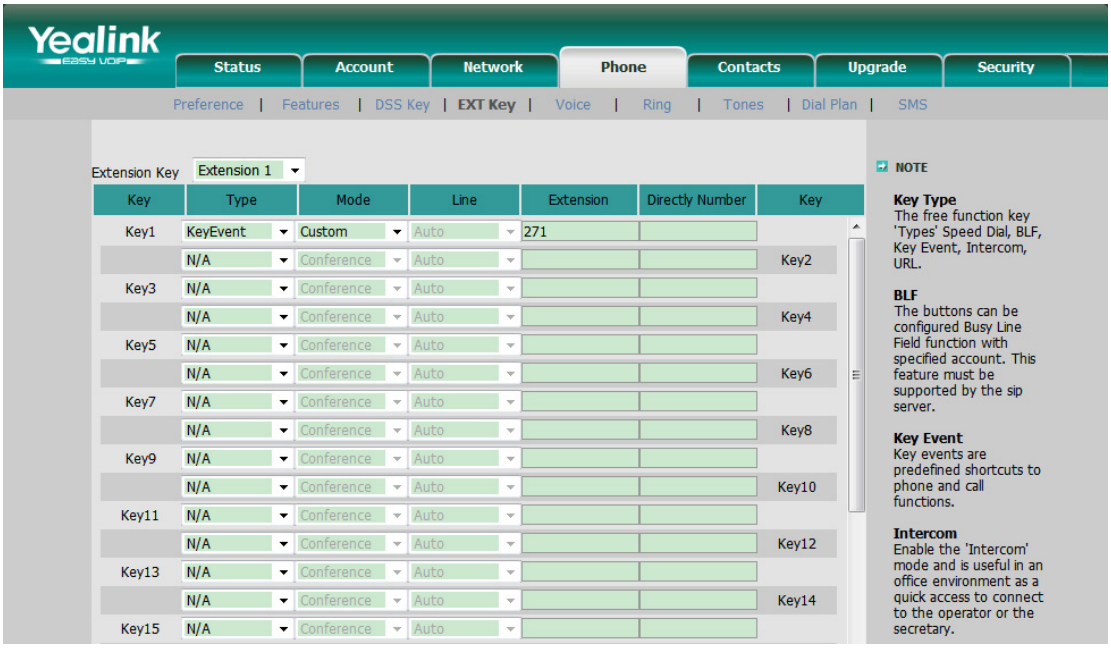


1) Choose Phone->EXT Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Voicemail from the list.
2) In the "Line" field, select a line for which to apply this key, and enter the extension number you want to set as the voice mail box.
3) Press Confirm button to save the changes.

Custom

You are allowed to send out the desired DTMF number during the conversation. The number needs to be set in advance.

To assign the key as Custom:



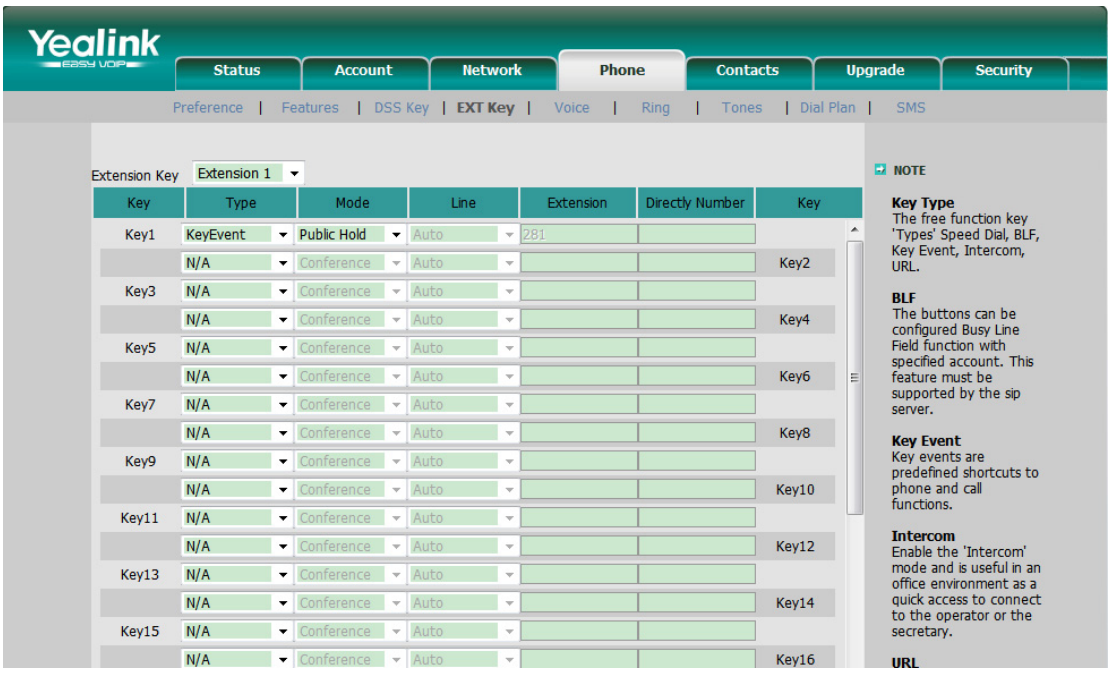
1) Choose Phone->EXT Key, choose one of the key you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Custom from the list.
2) In the "Extension" filed, enter the specific number.
3) Press Confirm button to save the changes.

Note:
If you connect more than one expansion module EXP38, then you can choose the Extension number in the Extension Key field to set the special one via the web interface.

Public Hold

The key can be configured as a public hold key. During a conversion, all members belonging to that particular SLA group can use this key to hold or retrieve a call.

To assign the key as Public Hold:

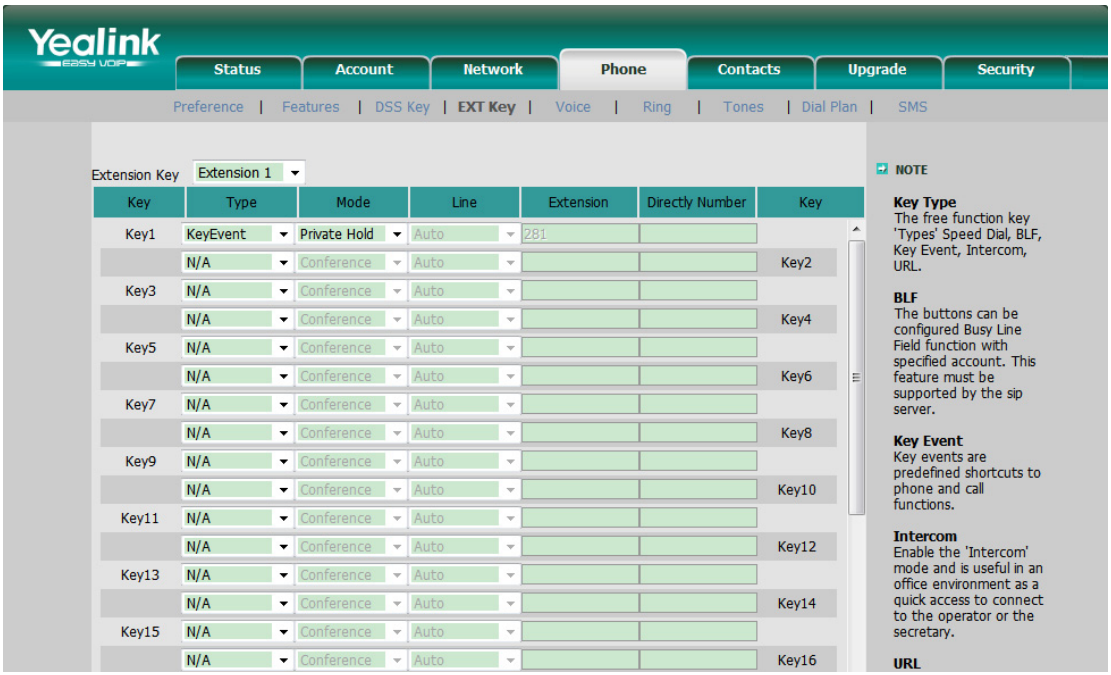


1) Choose Phone-> EXT Key, choose one of the keys you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Public Hold from the list.
2) Press Confirm button to save the changes.

Private Hold

The key can be configured as a private hold key. During a conversion, all members belonging to that particular SLA group can use this key to hold the call, but only the initiator can retrieve the call.

To assign the key as Private Hold:



1) Choose Phone->EXT Key, choose one of the keys you want to make the assignment, there is a pull-down menu in the Type field, choose KeyEvent from the list, then in the Mode field, open the pull-down menu and choose Private Hold from the list.
2) Press Confirm button to save the changes.